



PHYSICIAN PRACTICE
IMPROVEMENT PROGRAM

CPSA Group Practice Review Standards of Practice Review (SOP) What to Expect

A CPSA SOP physician or nurse reviewer will conduct a review of elements of the following CPSA standards of practice:

- [Advertising](#)
- [Charging for Uninsured Professional Services](#)
- [Conflict of Interest](#)
- [Continuity of Care](#)
- [Episodic Care](#)
- [Establishing the Physician-Patient Relationship](#)
- Infection Prevention & Control: [Medication & Vaccine Injection Safety](#), [General Standards](#) and [Medical Device Reprocessing](#)
- [Patient Record Content](#)
- [Patient Record Retention](#)
- [Prescribing: Administration](#)
- [Prescribing: Drugs Associated with Substance Use Disorders or Substance-Related Harm](#)
- [Referral Consultation](#)
- [Responsibility for a Medical Practice](#)
- [Sale of Products by Physicians](#)
- [Telemedicine](#) and [Advice to the Profession](#)
- [Terminating the Physician-Patient Relationship](#)

During the three (3) hour virtual review, the reviewer will:

- Connect one-on-one with the clinic's office manager.
- Review the clinic's self-assessment responses, confirm the findings and clarify any outstanding concerns.
- Conduct a virtual clinic walk-through.
- Answer any questions.
- 30-minute wrap-up interview with the clinic's designated physician to discuss next steps

During the visit, the reviewer may ask questions about the following:

- Follow-up of critical test results, lab/DI tests and results
- Patients asked to leave a physician's practice
- Patients requesting access to their records, requests for patient records, policies for accepting new patients
- Back-up of EMR system
- When providing episodic care, process for identifying and communicating with the patient's primary care physicians
- Processes when conducting virtual appointments
- After-hours care
- Quality initiatives



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Review Findings and Report

You will receive a Group Practice Review report with findings from the review for further learning and reflection. A follow-up facilitation meeting will be arranged with a CPSA Physician Facilitator for a 90-minute discussion with all of the physicians at your clinic.